

OFFICE OF THE CHIEF OF POLICE

SPECIAL ORDER NO. 19

July 20, 2001

SUBJECT: COMPLAINT INFORMATION PROVIDED IN ADDITIONAL LANGUAGES

PURPOSE: The United States Department of Justice and the City of Los Angeles have entered into a legally binding agreement known as the Consent Decree. The Consent Decree mandates that personnel complaint materials be available in the same languages utilized by the City in its municipal election ballot materials.

This Order activates the Complaint of Employee Misconduct form, the Personnel Complaint Information pamphlet, and the Community Complaint Information poster in Tagalog, Japanese, and Vietnamese. These forms will supplement the current forms which are available in English, Spanish, Korean and Chinese.

PROCEDURE:

I. COMPLAINT OF EMPLOYEE MISCONDUCT - ACTIVATED. The following translations of the Complaint of Employee Misconduct Form are activated.

- * Complaint of Employee Misconduct (Tagalog),
Form 01.81.08;
- * Complaint of Employee Misconduct (Japanese),
Form 01.81.09; and,
- * Complaint of Employee Misconduct (Vietnamese),
Form 01.81.13.

II. PERSONNEL COMPLAINT INFORMATION PAMPHLET - ACTIVATED. The following translations of the pamphlet entitled Personnel Complaint Information are activated.

- * Personnel Complaint Information Pamphlet (Tagalog),
Form 01.81.17;
- * Personnel Complaint Information Pamphlet (Japanese),
Form 01.81.18; and,
- * Personnel Complaint Information Pamphlet (Vietnamese),
Form 01.81.19.

III. COMMUNITY COMPLAINT INFORMATION POSTER - ACTIVATED. The following translations of the poster entitled "Quality Service Is Your Right" are activated.

- * Community Complaint Information (Tagalog),
Form 01.81.21;
- * Community Complaint Information (Japanese),

- Form 01.81.22; and,
- * Community Complaint Information (Vietnamese),
Form 01.81.23.

In addition, the existing posters entitled "Quality Service Is Your Right" are assigned the following Department form numbers.

- * Community Complaint Information (English),
Form 01.81.24;
- * Community Complaint Information (Spanish),
Form 01.81.25;
- * Community Complaint Information (Korean),
Form 01.81.26; and,
- * Community Complaint Information (Chinese),
Form 01.81.27.

IV. USE, COMPLETION, AND DISTRIBUTION. The use, completion, and distribution for all forms mentioned in this Order remain the same. Department personnel shall follow the community reporting complaint procedures outlined in Department Manual Sections 3/816 and 3/817.

V. COMMANDING OFFICER'S RESPONSIBILITY. The commanding officer of each facility accessible to the public shall ensure that these materials are available in all languages at their public counters. At a minimum, materials in those languages spoken in the communities served by the facility shall be on display and readily available to the public seeking service at the facility.

FORM AVAILABILITY: These forms will be available for ordering from the Department of General Services, Distribution Center, in about 30 days. A copy of each form is attached for duplication and immediate use.

AMENDMENTS: This Order adds Sections 5/1.81.08, 5/1.81.09, 5/1.81.13, 5/1.81.17, 5/1.81.18, 5/1.81.19, 5/1.81.21, 5/1.81.22, 5/1.81.23, 5/1.81.24, 5/1.81.25, 5/1.81.26 and 5/1.81.27, and amends Sections 3/816.15 and 3/817.05 of the Department Manual.

AUDIT RESPONSIBILITY: The Commanding Officers of Internal Affairs Group and all operations bureaus shall monitor compliance with this directive in accordance with Department Manual Section 0/080.30.

BERNARD C. PARKS
Chief of Police

Attachments

DISTRIBUTION "D"